

TECHNOLOGY SUPPORT SPECIALIST (12264)(30005037)

GENERAL DESCRIPTION OF WORK

This is advanced work in providing consultation, support and/or training for technology-based systems. Employees may provide support of hardware, applications, operating systems, and networking. This function requires an in-depth understanding of a wide variety of technologies to effectively support end-users and provide guidance to others. These employees may participate in applications development, system integration and networking activities. This work requires very strong communication skills, an ability to effectively interact with a broad range of end-users and others, as well as an ability to use a variety of resources for providing support. Employees at this level typically provide advanced support for a broad range of technologies, or in-depth support for a more narrowly-defined area of technology. These employees may be responsible for oversight of programs or projects.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Recognizes various software packages and the hardware required to support them. Identifies technology currently available and what the needs are to support assigned systems. Communicates technical knowledge in a way that novice users can understand. Caretaker of restricted data per the data classification policy and adherence to the data retention policy. Follows policy, procedures and guidelines set forth by the IT Security Office.	Thorough knowledge of technology principles and terminology associated with the area of responsibility. Ability to mentor or train peers and others. Knowledge of appropriate security measures of the organization.
Technical Solution Development	Evaluates software and hardware to support user needs Provides information on how to perform specific functions with a software package or system to support user needs. Creates formal and informal training and step-by-step instructions for users. Researches solutions for clients, putting together a package of software and hardware solutions that will help them achieve their goals.	Ability to work within own specialty to integrate and coordinate elements of that specialty. Thorough knowledge of technologies and systems in place with the capability of supporting these technologies. Ability to independently apply technical judgment to work assignments to achieve desired outcomes. Ability to interact with hardware and software vendors as appropriate to solve problems.
Technical Support	Responds to inquiries for assistance from users of computers and related software and hardware devices including access control devices, printers or copiers; import/ export files, and run reports.	Ability to independently resolve non-routine problems based on existing documentation/training/resources.

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	<p>Completes documentation on service request. Troubleshoots problems and provides technical support. Troubleshooting may involve both hardware and software problems.</p>	<p>Knowledge of diagnostics on a variety of software and/or hardware.</p> <p>Ability to determine client's needs and effectively communicate back to technical experts and conducts follow-up to ensure client satisfaction.</p> <p>Ability to act as a technical resource to others.</p>
Planning and Organizing	<p>Manages requests independently, develops own work schedule and monitors progress against defined parameters within minimal supervision. Contributes to leadership and planning for assigned systems and technologies.</p>	<p>Ability to manage tasks independently, develops own work schedule and monitors progress against defined parameters with minimal supervision.</p> <p>Ability to effectively contribute to planning within specialty.</p>
Project Management	<p>Ensures assigned project goals and assignments are completed within prescribed deadlines. Serves on project teams and may serve as a team lead.</p>	<p>Ability to actively participate to ensure project success. Ability to complete project responsibilities independently and effectively.</p>
Customer Service	<p>Consistently handles support requests quickly and effectively and maintains a positive relationship with clients. Handles difficult client situations with diplomacy and professional attitude. Provides assistance and support to a unit /department on use of specific software or assigned system. Follows-up with clients to ensure their needs have been met.</p>	<p>Ability to take ownership of client issues and independently seeks solutions.</p>
JOURNEY		
Functional Competency	Examples of Work	Competencies
Technical Knowledge	May serve as a Networking Administrator and serves as expert over assigned	Comprehensive knowledge, understanding and use of

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	<p>systems. Experienced in testing systems and software as well as debugging applications. Installs and upgrades desktop hardware, software and peripheral equipment and configures system for optimum operations. Analyzes and/or resolves hardware, software, and applications problems for network and stand-alone computer systems and network resources. Offers software training to faculty and staff at workshops and in on-one-one instruction. Follows policy, procedures and guidelines set forth by the IT Security Office.</p>	<p>the principles, theories and practices pertinent to the area of responsibility.</p> <p>Ability to mentor or train peers and others. Knowledge of appropriate security measures of the organization.</p>
Technical Solution Development	<p>Monitors computer systems, networks, and applications for response time, problem prevention, performance and resource utilization. Coordinates the resolution of network hardware, software, and applications problems between technical, support and customer personnel. Evaluates user hardware and software needs and assist in acquisition of approved equipment and software to meet user needs.</p>	<p>Ability to integrate knowledge and skills from a range of technologies to address work assignments and problems of moderate to high complexity.</p> <p>Ability to implement and research appropriate new technologies.</p>
Technical Support	<p>Analyzes problems and design technical solutions to specific departmental needs including spreadsheets, word processors, database, presentation graphics, client/server applications, communications protocols and internet.</p>	<p>Ability to independently resolve problems through advanced system analysis and troubleshooting procedures.</p> <p>Ability to communicate solutions to technicians, analyst, other specialists, and other affected personnel to aid their future solving ability.</p>
Planning and Organizing	<p>Contributes to a number of projects at both the team and individual level showing self to be a very capable team player and leader. Plans and organizes a number of projects to benefit the organization. Works with management (both direct and senior level) to develop process, procedures and standards.</p>	<p>Ability to organize and follow complex and/or detailed technical procedures.</p> <p>Ability to provide leadership and planning for organization.</p>
Project Management	<p>Reviews and provides input for, and follows-up on assigned projects, goals and objectives. Manages multiple projects with varying complexities with ease and confidence</p>	<p>Ability to manage technical projects of varying scale under minimal supervision.</p> <p>Ability to solve unexpected problems associated with projects and daily work.</p>

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Customer Service	<p>Interacts with various users to achieve the business solutions that the office needs.</p> <p>Provides responses with a necessary sense of urgency.</p> <p>Exceeds customer service requirements.</p> <p>Analyzes and assesses client needs to help deliver appropriate reports, troubleshoot problems and responds to customer needs.</p> <p>Conducts follow-up to ensure client satisfaction.</p>	<p>Ability to proactively establish a positive relationship by demonstrating a sense of urgency in interactions with clients.</p> <p>Ability to analyze and assess client needs to develop effective and appropriate solutions.</p>
ADVANCED		
Functional Competency	Examples of Work	Competencies
Technical Knowledge	<p>Enters commands and monitors systems to verify correct operations to and determine errors.</p> <p>Answers user inquiries regarding computer software or hardware operation to resolve problems. Serves as 3rd level tier in resolving non-routine technical problems.</p> <p>Up to date knowledge of support technologies as well as working knowledge of common web development technologies.</p> <p>Serves as resource for other Technology Analyst Support and lower level Specialists.</p> <p>Caretaker of restricted data per the data classification policy and adherence to the data retention policy.</p> <p>Follows policy, procedures and guidelines set forth by the IT Security Office.</p>	<p>Advanced knowledge as demonstrated by an in-depth understanding and application of principles, theories and practices pertinent to the organization.</p> <p>Advanced knowledge of related technologies and the ability to apply them to create solutions of varying complexity (up to highly complex).</p> <p>Ability to mentor or train peers and others.</p> <p>Knowledge of appropriate security measures of the organization.</p>
Technical Solution Development	<p>Manages the technical solutions content and knowledge base for tech support technicians supporting users.</p> <p>Integrates remedies with knowledge base to provide technical solutions to clients and communication to non-technical users for supported system.</p> <p>Performs less complex programming or applications development with standard software or data base packages.</p> <p>Serves as top technical resource for supported systems.</p>	<p>Ability to develop and/or implement highly complex information technology solutions to enhance enterprise success.</p> <p>Substantial knowledge of other technologies with the ability to integrate this knowledge to achieve solutions to problems of high complexity.</p> <p>Ability to collaborate with staff at various level of technical ability and seniority in order to achieve organizational technical goals related to the supporting the university.</p>

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Technical Support	Communicates and consults with end users both internal and external to IT. Identifies emerging trends and issues and make suggestion for technical modification to solve current and prevent future problems. Evaluates options and consequences for supported systems and makes decisions accordingly.	Advanced knowledge of a spectrum of work specialties and the ability to integrate this knowledge to develop and communicate innovative and effective solutions. Ability to fully understand technologies and be able to suggest enhancements and modifications to their implementation and support by the University as necessary.
Planning and Organizing	Provides leadership in developing long term strategies. Creates ad hoc work groups to analyze problems, develops solutions, and communicates solutions effectively.	Ability to provide leadership and long-term planning within area of responsibility. Ability to collaborate with staff at various levels of technical ability and seniority in order to achieve organizational and technical goals.
Project Management	Manages the work of other team members to ensure key deliverables are completed within prescribed deadlines. Identifies and communicates project goals and objectives.	Ability to leads projects that require directing the work of others with some latitude on actions or decisions. Ability to manage timelines, resources and personnel (internal staff and contractors), and leads implementation efforts to completion.
Customer Service	Communicates effectively with person of all technical abilities and positions. Interacts with broad range of representatives to solve problems. Conducts follow-up to ensure client satisfaction. Serves a technical resource for highly complex problems.	Ability to consults with clients, peers and/or managers to develop requirements, solve problems and/or proactively establish technical directions.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.